



ADDING PRE HOSPITAL TO YOUR SEQUENCE OF CARE

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Readiness to Transform

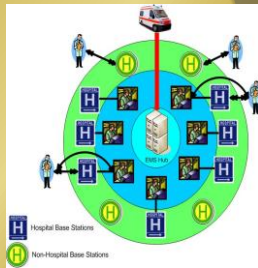
- Waiting receive patient data in the ED unloading Bay is too late
- With transport delays... Care needs to begin when the EMT / Paramedics reach the patient
- Repetitive use of ambulances with known EMTS and Paramedics for can allow for protocols of care to begin earlier
- Repeat transports of the same patient can allow for protocols of care to begin earlier

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Technological Capacity is Now

- Telemedicine
- Cellular Technology
- Wireless Transmission
- Advancing Capabilities



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How does Pre-Hospital Involvement Enhance Hospital Capability ?

- Capture of patient and their allegiance
- Escalates customer services/ satisfaction and care efficiency for the patient
- Instills confidence that a continued and common sense care "envelope" is initiated when trouble arises

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How to Begin to Incorporate Pre-Hospital into the Chain of Care

- Learn about who is transporting patients to your organization
- Observe and document the transport team capabilities and quality of service
- Learn what the ED physicians think about transport services

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Do your Research

- Who owns the transportation companies?
- Who are the big influencers in the transport community?
- What is the existing relationship between Fire Department- emergency services agencies and the transport companies?

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What are the Goals of the Hospital in regards to Pre-Hospital ?

- Option 1.... Get us in the rig with the patient
- Option 2.... Let us know what is coming
- Option 3... We like surprises!

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Meet the Chief of Med Staff and CEO/Regional Director

- What are their business goals?
- What are their challenges?
- How do they train their staff?
- What improvements in their relationship with your organization are possible?



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Ask to Conduct a Process Action Team

- Request representatives from their organizations for a review of the current pre-hospital to patient delivery to ED process
- Identify weaknesses and strengths, threats and opportunities for improvement
- Snag a Black Belt or a good facilitator
- Serve food



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Use the Team to Identify Barriers and Collect Information

- What are capabilities of Ambulance teams and Emergency rooms?
- Where are the technology challenges?
- Are ED physicians interested and tech savvy enough to provide direction to staff in the moving ambulance?



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Present Findings and Recommendations of P.A. Team

- Audience- Hospital and Transport Community
- Owners and Operators
- Hospital C-Suites types

BUILD THE SUPPORT BASE

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As a Community Service Tell your Story about the Opportunity

- Seniors groups
- VFW
- County- State Government
- Elected officials

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Ask for Permission to do a Pilot

- Enlist your champion
- Get funds from a non-hospital source
- Collect good data
- Align the Technology Partners
- BE highly successful
- Make it impossible to say no

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Honor the Transport Organization and all Stakeholders

- Do clear concise analysis of pilot results
- Re-cap the successful endeavors and the “dogs”
- Relate Pilot to a positive outcome for the transport group- higher quality, better teamwork, cost avoidance
- Make any fixes and plan to expand services

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Write your MOU to continue Pre-Hospital Services with Transport Company/Agency

- Include Technology Partners
- Early Review with Legal Council
- Settle Issues with Risk and Liability
- Include Training Costs
- Clearly define who communicates with the public
- Include sustainability commitments, on-boarding cost management and cessation strategy

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• Incorporate Cross Cultural Experiences for hospital staff and transport staff including Medical Staff as a part of Emergency Department Orientation

• Support the development of public expectation that care services are continuous beginning at the moment the ambulance arrives

• Make All Quality Care Case inclusive of Pre-Hospital experience

Getting Stickiness

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Celebrate



THANK YOU!

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